



Orientation Program for DMC Officials

Towards Effective Knowledge Management at ADB

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Knowledge Management Translated in Various Languages

Cac van de lien quan den tri thuc

知識に関すること Pengetahuan itu penting

Мэдлэг чухал ဂုဏ်တိမ်တိမ်စာစာ

Bilik Məsələləri Jhankari Galai

Chamneh Doeung Samkhan

Faatava le Poto INEA IA TE PUMUET

אהים חיםידא Vignyanamu Pradhanamu

Gyan Sarvasu ILM ZAROORI HAI

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Le Savoir pour Pouvoir **ဝေင်္ဂါသိဒ္ဓါ**

Ang Kaalaman ay Makabuluhan



What Is Knowledge?

- **Knowledge is actionable information**
- **Tacit knowledge is intuitive, can not be easily classified or recorded, it resides in the heads of staff, is built into process and revealed through practice**
- **Explicit knowledge is documented information and can be transmitted in a systematic fashion**



Knowledge Management



Knowledge management is about managing the process of knowledge creation as well as ensuring a quality end product and its effective dissemination



ADB's Knowledge Products/ Services

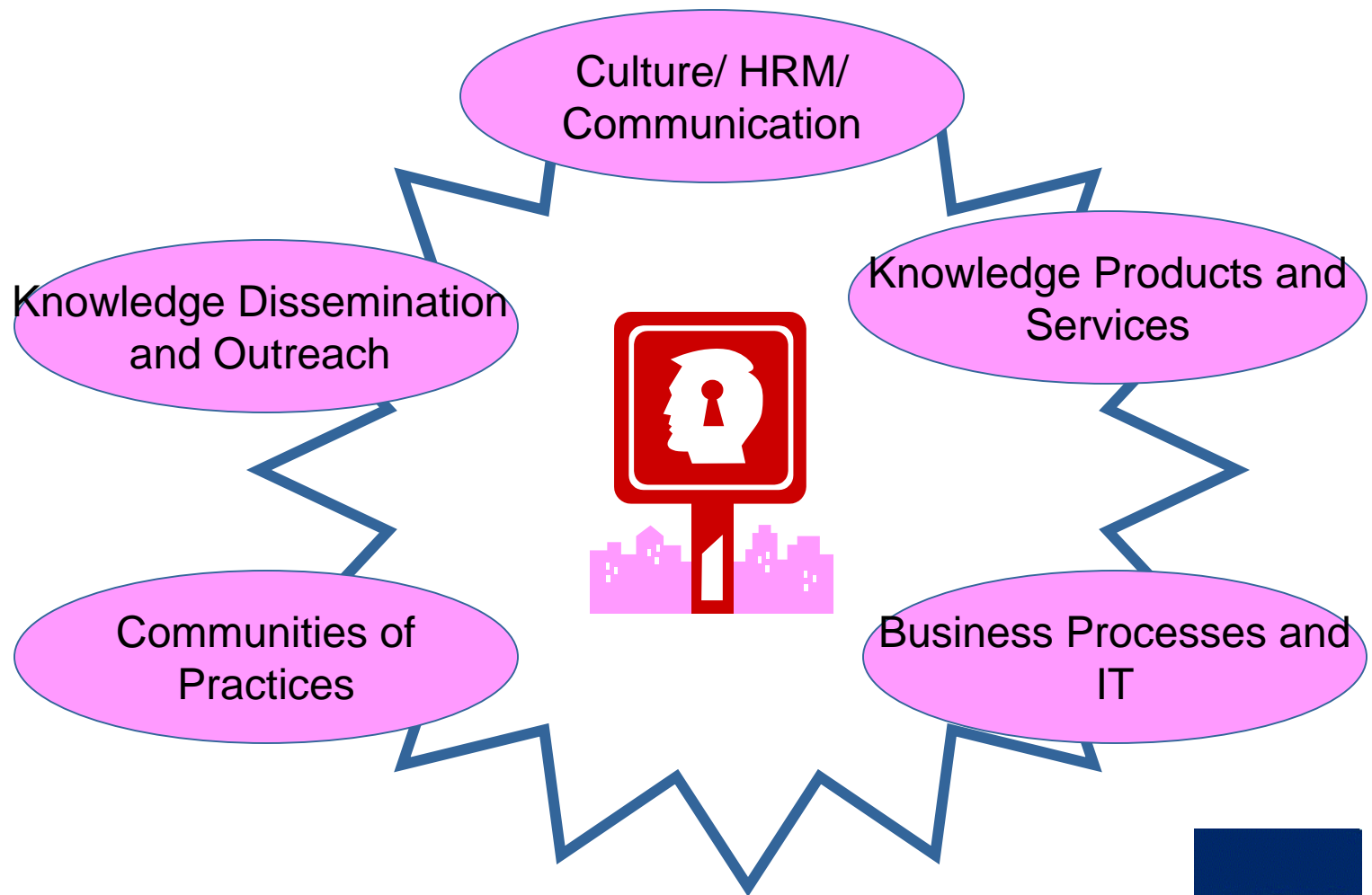
- **Staff experiences**
- **Economic products (such as Asian Development Outlook; CSP;...)**
- **Sector and Thematic Reports**
- **Seminar/Workshop programs**
- **ADB Website**

Why is ADB adopting KM?

- ADB's role of creating and disseminating knowledge is becoming more important to our clients
- ADB's main strength and product is knowledge
- LTSF '...ADB must become a learning institution...'
- Transform from a financial institution to a **knowledge** and financial institution
- Disseminate and share knowledge with DMCs
- Transfer knowledge between DMCs
- Improve knowledge on thematic and sector activities
- Enhance **institutional** capacity versus individual capacity



KM Framework





KMf 1: Organizational Culture

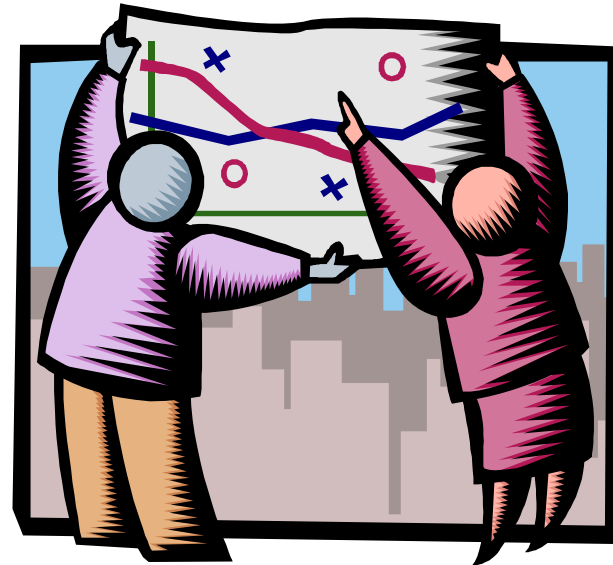
- **Communications and training**
- **Empowerment of users**
- **Encouraging knowledge contributions**
- **KM in Work plans**
- **KM in Departments**
- **KM Coordinators**





KMf 2: Knowledge Products and Services

- Departmental and divisional work plans
- ADB wide KPS program (incl. ADBI)
- External publications agenda





KMf 2: Knowledge Harvesting

- **The process intends to capture the knowledge of people leaving the institution, and make this knowledge readily available to others who may need it (e.g., development of a CD-ROM which encapsulates staff important works, contacts and resources; and interview-approach).**



KMf 3: Business Processes and IT

- **Knowledge Summaries/ abstracts**
- **ADB Website**
- **Collaboration tools (MfDR; DMCs...)**
- **Improved Search and Retrieval**
- **Statistical databases**
- **Staff skills database**



KMf 4: Communities of Practices

- **‘Leaders’ in their respective fields**
- **Create knowledge assets on specific Sector and Thematic areas**
- **CoP Tools for knowledge exchange**
- **KM Help desk**





KMf 5: Outreach and Dissemination

- **Bridging DMCs with knowledge needs**
- **Public Communication Policy-PCP**
- **Improved ADB website**
- **Translations of publications**
- **External Networks/academia**



KMf: Projects

- **Knowledge Hubs**
- **E-Asia and Knowledge Transfer Fund**
- **KM4Dev Conference (November)**
- **Knowledge Based Economy paper**



Thank you
Q&A

